

Harris County Community Access Collaborative



Opening Doors to Healthcare



The Bottom Line

One Out of Every 32.5 Uninsured Americans live in the Gulf Coast Region where Harris County is Located.

Texas Has the Highest Rate of Uninsured in the Nation with 28.4%



Lack of Federal Resources

3.58 million people live in Harris County.

We have two FQHCs, federal funding for the Homeless, and 11 hospital district clinics.

Marion County, Indiana with a population of 1 million persons has 6 FQHCs and 5 locally funded hospital district clinics.

Federal Resources are significant by their absence.



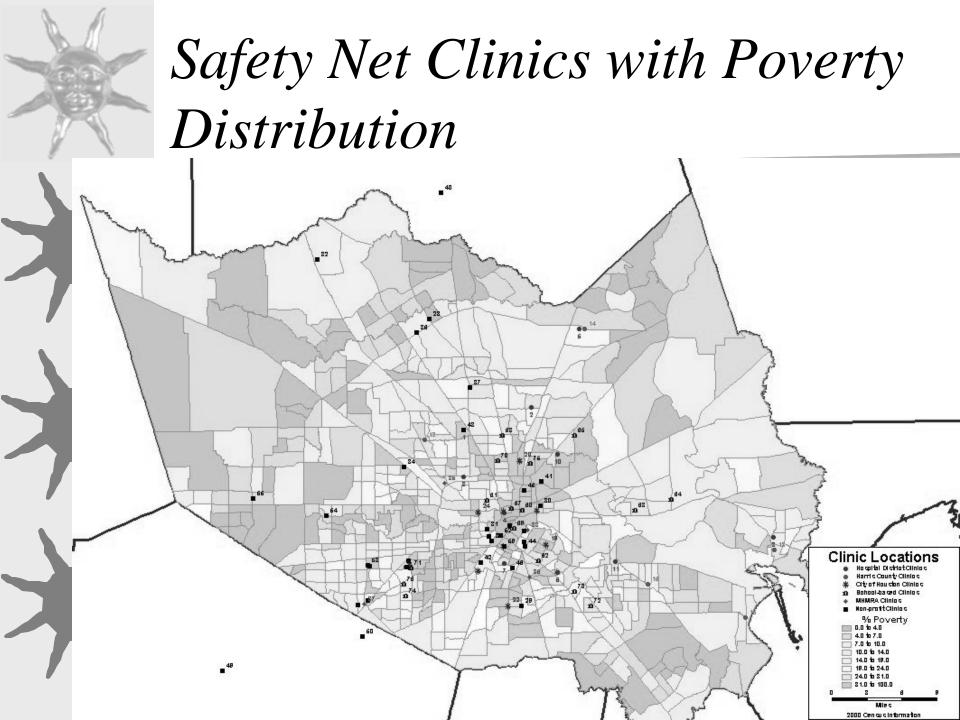
Health Home Access

68% of the uninsured do not have regular access to a Health Home which fosters wellness and discourages use of emergency departments on a episodic basis.



Emergency Department Diversion and 911 Overload

- **★** The two Level I Trauma Care Centers in Harris County are on Diversion 30% of the time, and the other emergency departments report high demand from the uninsured seeking primary care.
- *Only 20% of the calls to 911 in Houston are for true emergencies.
- *ED Algorithm study of safety net hospitals in Harris County in 2002 documented that 57% of Emergency Room visits were for avoidable or preventable conditions.





The Issue: Access not Availability

- **★** Lack of common infrastructure to support and facilitate primary care access for the uninsured.
- * The public system despite its size and complexity is inadequate compared to demand.
- * Emergency rooms are convenient in terms of location and hours of operation and patients must be seen regardless of ability to pay.
- * Emergency room care is the most costly alternative for primary care requiring a disproportionate expenditure of resources and therefore precluding the expansion of primary care resources.



The Impact on the Business Community

- * The cost of uncompensated care at hospitals and clinics is causing the cost of all health care whether compensated or not to escalate.
- * Although not the only cause, this is contributing the escalation of costs that must be passed on to businesses and residents either through increasing local taxes or health insurance premiums.
- * As businesses have to face 15 to 25% increases in their insurance premiums, they are finding they have to adjust their plans or drop them resulting in more persons becoming uninsured or underinsured.



Harris County Community Access Collaborative Membership

- **★** 125 member and affiliated organizations
- **★** All Safety Net Providers
- **★** Community Based Organizations
- **★** Faith Based Organizations
- **★** County and City Government
- **★** Not for Profit Hospital Systems
- **★** An Insurance Alliance
- * Advocacy Groups
- **★** United Way and Local Philanthropic Foundations
- **★** Coalitions Representing 300 + Organizations
- **★** Medical Schools, School of Public Health and Universities
- **★** Business Community Representation



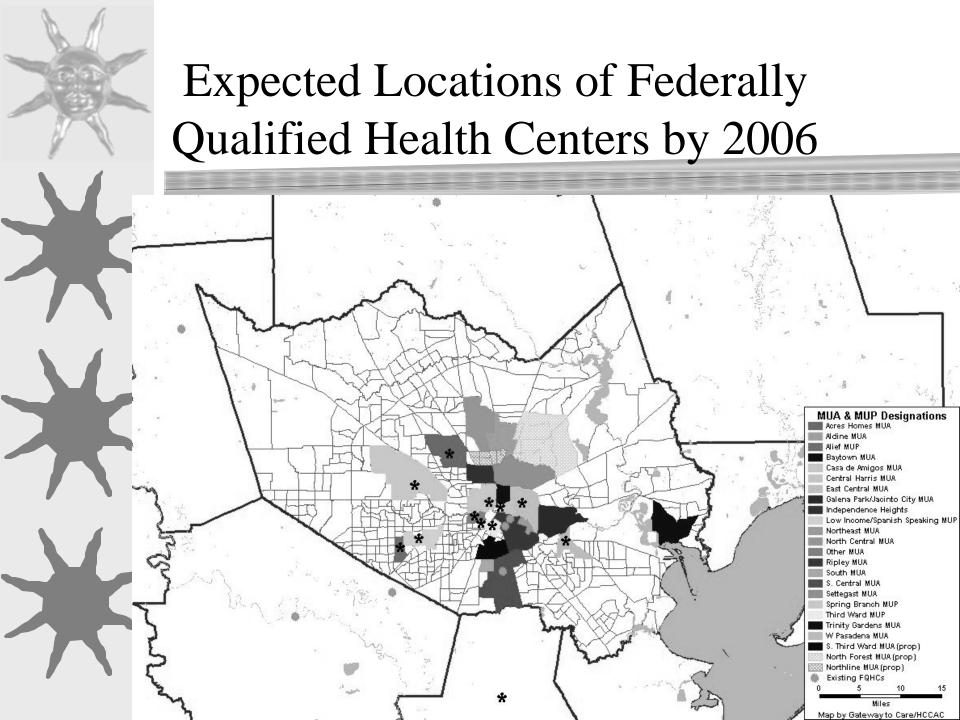
Vision and Mission

- ★ Vision 100% access to healthcare for the uninsured and underinsured residents of Harris County
- ★ Mission To facilitate access to adequate healthcare for uninsured and underinsured persons in Harris County by establishing a mechanism for health care agencies, coalitions, funding entities and advocacy groups to coordinate common administrative and service delivery activities to provide a seamless service delivery system.
- **★** Opening Doors to Health Care



Service Development Focus

- * Ask Your Nurse and the Make the Right Call
- ★ Peer to Peer Navigators to assist with access and care coordination of uninsured
- ★ Provider Health Network to harness physician and health system contributions particularly related to specialty care
- **★** Captivating Redesign to improve efficiency of safety net clinics
- * Expand primary care services and draw additional federal resources to the region





The Opportunity and Challenge to Our Community

In order to continue to support the development and insure the success of FQHCs:

★Our community will need to provide assistance.

★The community organizations working to develop FQHCs will have to work in collaboration.



Support Components in Place

The Harris County Community Access
Collaborative, through its member and affiliated organizations and its program arm Gateway to Care, is providing:

- **★** community development assistance
- **★** support with data
- * development of business and program plans
- * linkage to the broader health care service delivery system.



Clinic Management Information System being Developed due to Resources from the Houston Endowment

Resources are available to create, install, and support a common MIS to provide basic clinic management tools and foster the development of an electronic medical record for member organizations that operate primary care clinics - whether or not they intend to become FQHCs. The system will be available by August 2004.



Funding Request and System Development Support due to Resources from the Houston Endowment

A full time staff person and resources to review and insure the quality of funding requests is available to the developing FQHCs to support them in their efforts to prepare competitive funding requests that focuses on the following:

- * Business and program plan development
- **★** Quality assurance plan development and implementation
- **★** Support from a nationally recognized consultant on funding requests to the Bureau of Primary Care



The Facilitation and Sustainability Challenge

- *With the level of support and assistance that is available, it is now reasonable to expect that the objective of establishing 12 centers by 2006 is achievable. The challenge will be to provide the means to insure that they are sustainable and have the means to meet the goal of establishing 25 clinics by 2015.
- ★ Due to a lack of financial reserves, it is likely that one-third of these centers will fail if a mechanism is not in place to provide continuing support.



The Houston Endowment Challenge

In anticipation of the need to establish a means to provide facilitation to the developing centers and provide them with the best possible chance for success, staff of Gateway to Care and member organizations have worked with the Houston Endowment to establish a challenge grant to procure the resources to support the development of the centers.



Projected Additional Financial Need

Although the Houston Endowment was generous it will be necessary to procure an additional 1.5 million dollars to insure the success of the development of the Centers.

- * Function as a common reserve to insure sustainability of the developing centers.
- * Improve the potential success of funding requests to the State Incubator Program and the Bureau of Primary Health Care.



Expected Impact of Coordinated Community Support

In every community that Gateway to Care has studied that has a large number of FQHCs, it was found that during their developmental stage they tended to compete between themselves and the health care service delivery system. In those communities, the FQHCs eventually learned to cooperate. The existence of these resources in combination with the shared Management Information System - will tie the developing centers together and avoid the development of centers that compete rather than collaborate. Our community does not have the time to go though that maturation phase.



The Challenge

Join the Harris County Community Access Collaborative / Gateway to Care and the Community Organizations developing centers to respond to the needs of their neighbors by:

- * Providing leadership to assist with the development of the resources and expertise needed to insure development of the centers.
- **★** Providing funds through a direct allocation or establish a fund available for direct allocation to the developing centers on a rapid turn around basis.
- * Coordinating activities with Gateway to Care and the developing centers to streamline the process of including them in the broader health care service delivery system.



Other Community Developments that Need Support

- * Harris County Hospital District Strategic Plan to add nine clinics, three specialty care centers, and an additional safety net Hospital by 2015.
- * Support or develop innovative coordinated activities to increase access such as the Cash Clinic pilot project at the Memorial Hermann System.
- **★** Efforts of Save Our ERs and the Harris County Trauma Care Council to address issues related to Emergency Rooms.



The Issue is Access and Care Coordination

Collaboration can create **Abundance** that can make a significant contribution to the health care needs of the uninsured and strengthen the health care service delivery system in our community for all of our residents.



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